

Article - State Government

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§6–504.

(a) The Ombudsman shall:

(1) serve as a source of knowledge and information on the State and federal laws, rules, and regulations governing the education of students with disabilities for parents, students, educators, and interested members of the public;

(2) provide impartial information to the parents of students with disabilities on how to navigate the process of obtaining special education evaluations and services;

(3) provide impartial information to parents, public schools, and educators on the procedures for resolving disagreements and disputes regarding the provision of special education or disciplinary action taken against students with disabilities;

(4) explain to parents of children with disabilities the rights of parents and students and how the parents may avail themselves of those rights;

(5) work neutrally and objectively with all persons to ensure that the special education system functions as intended;

(6) identify any patterns of complaints made by parents of students with disabilities and inform the State Department of Education about any such pattern; and

(7) serve as a general resource for disability–related information and make referrals to available State and federal services and programs for individuals with disabilities.

(b) In performing the duties assigned under this section, the Ombudsman shall treat all communications as confidential and may reveal the details of any communication only if:

(1) necessary to achieve the Ombudsman’s duties; and

(2) done in accordance with applicable State and federal law.

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